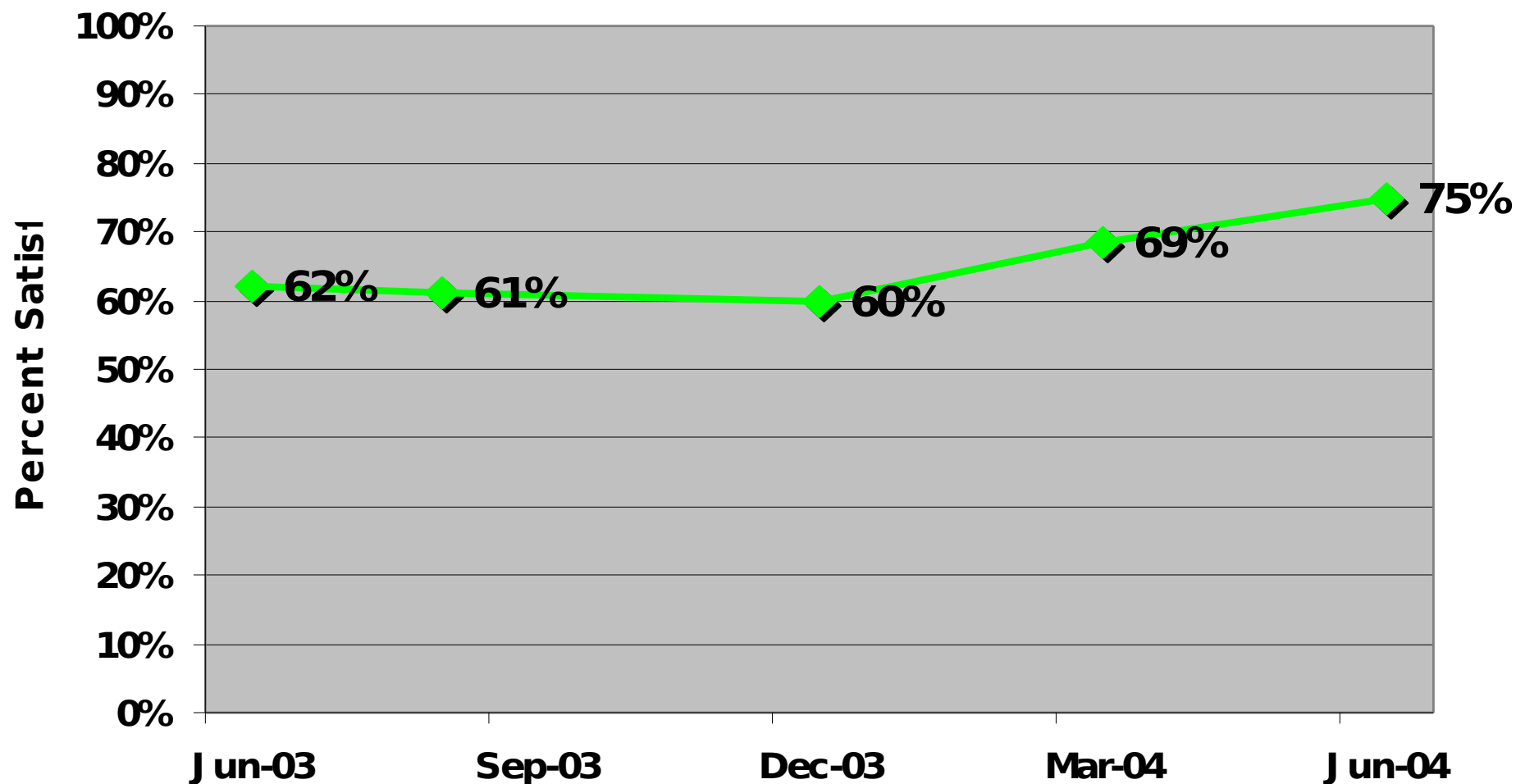


- The June Incentive results indicate that DoN level customer satisfaction has increased 6 points since March



* June 2003 - December 2003 percent satisfied uses the old incentive survey